

Reclamation Policy, a price quote to rearrange U S WEST equipment to provide CLEC with adjacent space.

8.2.4 Transmission Facility Access to Collocation Space

8.2.4.1 CLEC is responsible for providing its own fiber facilities to the Collocation Point of Interconnection (C-POI) outside U S WEST's Central Office. U S WEST will extend the fiber cable from the C-POI to a Fiber Distribution Panel (FDP). Additional fiber, conduit and associated riser structure will then be provided by U S WEST from the FDP to continue the run to CLEC's leased collocation space (Caged or Cageless Physical Collocation) or CLEC's transmission equipment (Virtual Collocation). The U S WEST provided facility from the C-POI to the leased collocation space (Physical Collocation) or CLEC-transmission equipment (Virtual Collocation) shall be considered the Collocation Fiber Entrance Facility.

8.2.4.2 For Virtual or Physical Collocation, CLEC may select from three optional methods for facility access to its collocation space. They include: 1) fiber entrance facilities, 2) purchasing private line or access services, and 3) unbundled network elements.

8.2.4.3 **Collocation Fiber Entrance Facilities.** U S WEST offers three Fiber Collocation Entrance Facility options – Standard Fiber Entrance Facility, Cross-Connect Fiber Entrance Facility, and Express Fiber Entrance Facilities. These options apply to Caged and Cageless Physical Collocation and Virtual Collocation. Fiber Entrance Facilities provide the connectivity between CLEC's collocated equipment within the U S WEST central office and a C-POI outside the central office where CLEC shall terminate its fiber-optic facility.

8.2.4.3.1 **Standard Fiber Entrance Facility** -- The standard fiber entrance facility provides fiber connectivity between CLEC's fiber facilities delivered to the C-POI and CLEC's collocation space in increments of 12 fibers. CLEC's fiber cable is spliced into a U S WEST-provided shared fiber entrance cable that consists of six buffer tubes containing 12 fibers each for a 72 fiber cable. The 72 fiber cable shall be terminated on a Fiber Distribution Panel (FDP). A 12 fiber interconnection cable is placed between CLEC's collocation space and the FDP. The FDP provides U S WEST with test access and a connection point between the transport fiber and CLEC's interconnection cable.

8.2.4.3.2 **Cross-connect Fiber Entrance Facility** -- The cross-connect fiber entrance facility provides fiber connectivity between CLEC's fiber facilities delivered to a C-POI and multiple locations within the U S WEST wire center. CLEC's fiber cable is spliced into a U S WEST provided shared fiber entrance cable in 12 fiber increments. The U S WEST fiber cable consists of six buffer tubes containing 12 fibers each for a 72 fiber cable. The 72 fiber cable terminates in a fiber distribution panel. This fiber distribution panel provides test access and flexibility for cross connection to a second fiber distribution panel. Fiber interconnection cables in 4 and 12 fiber options connect the second fiber

distribution panel and equipment locations in the wire center. This option has the ability to serve multiple locations or pieces of equipment within the office. This option provides maximum flexibility in distributing fibers within the central office and readily supports Virtual and Cageless Physical Collocation and multiple CLEC locations in the office. This option also supports transitions from one form of collocation to another.

8.2.4.3.3 Express Fiber Entrance Facility -- U S WEST will place a CLEC-provided fiber cable from the C-POI directly to CLEC's collocation space. The fiber cable placed in the wire center must meet fire rating requirements. This option will not be available if there is less than one full sized conduit (for emergency restoration) and 2 innerducts (one for emergency restoral and one for a shared entrance cable).

8.2.4.4 U S WEST will designate the location of the C-POI for Virtual, Caged Physical or Cageless Physical Collocation arrangements.

8.2.4.5 The Collocation entrance facility is assumed to be fiber optic cable and meets industry standards (GR. 20 Core). Metallic sheath cable is not considered a standard Collocation entrance facility. Requests for non-standard entrances will be considered on an individual case basis including an evaluation of the feasibility of the request. All costs and provisioning intervals for non-standard entrances will be developed on an individual case basis.

8.2.4.6 Dual entry into a U S WEST Wire Center will be provided only when two entry points pre-exist and duct space is available. U S WEST will not initiate construction of a second, separate Collocation entrance facility solely for Collocation. If U S WEST requires a Collocation entrance facility for its own use, then the needs of CLEC will also be taken into consideration.

8.2.4.7 As an alternative to the Fiber Entrance Facilities described above, CLEC may purchase U S WEST tariffed or cataloged Private Line or Switched Access services between its wire center and its collocation space in a U S WEST wire center.

8.2.4.8 As an alternative to the Fiber Entrance Facilities described above, CLEC may purchase unbundled dedicated interoffice transport between CLEC's wire center and CLEC's collocation space in the U S WEST serving wire center.

8.2.5 Terms and Conditions – ICDF Collocation

8.2.5.1 InterConnection Distribution Frame (ICDF) Collocation is available for CLECs who have not obtained Caged or Cageless Physical Collocation, but who require access to the U S WEST Wire Center for combining unbundled network elements and ancillary services. ICDF Collocation provides CLECs with access to the InterConnection Distribution Frame, where U S WEST will terminate the unbundled network elements and ancillary services ordered by CLEC. CLEC may combine one UNE to another UNE or ancillary service by running a jumper on the ICDF. CLEC access to the ICDF will be on the same terms and conditions described for other types of Collocation in this Section.

8.2.5.2 All U S WEST terminations on the InterConnection Distribution Frame will be given a frame address. U S WEST will establish and maintain frame address records for U S WEST terminations. U S WEST will maintain assignment records for each unbundled network element and ancillary service ordered by CLEC that is terminated on the InterConnection Distribution Frame. U S WEST will provide CLEC with the frame assignments for each unbundled network element and ancillary service terminated on the ICDF.

8.2.5.3 CLEC will be required to place the jumper connection between frame addresses to connect unbundled loops, ancillary and finished services. CLEC will be required to maintain the records for CLEC-provided jumpers.

8.2.5.4 To the extent that CLEC's requested use of the InterConnection Distribution Frame results in U S WEST incurring building or frame additions other than the ICDF, construction charges will apply.

8.3 Rate Elements

Rate elements for collocation are included in Exhibit A.

8.3.1 Rate Elements - Caged and Cageless Physical and Virtual Collocation

8.3.1.1 U S WEST will recover Collocation costs through both recurring and nonrecurring charges. The charges are determined by the scope of work to be performed based on the information provided by CLEC on the Collocation Order Form. A quote is then developed by U S WEST for the work to be performed.

8.3.1.2 The following elements as specified in Exhibit A of this SGAT are used to develop a price quotation in support of Collocation:

8.3.1.3 Quote Preparation Fee. A non-refundable charge for the work required to verify space and develop a price quote for the total costs to CLEC for its Collocation request.

8.3.1.4 Collocation Entrance Facility Charge. Provides for the fiber optic cable (in increments of 12 fibers) from the C-POI utilizing U S WEST owned, conventional single mode type of fiber optic cable to the collocated equipment (for Virtual Collocation) or to the leased space (for Caged or Cageless Physical Collocation). The Collocation entrance facility includes riser, fiber placement, entrance closure, conduit/innerduct, and core drilling. Charges apply per fiber pair.

8.3.1.5 Cable Splicing Charge. Represents the labor and equipment to perform a subsequent splice to CLEC provided fiber optic cable after the initial installation splice. Includes per-setup and per-fiber-spliced rate elements.

8.3.1.6 -48 Volt DC Power Charge. Provides -48 volt DC power to CLEC collocated equipment. Charged on a per ampere basis.

8.3.1.7 -48 Volt DC Power Cable Charge. Provides for the transmission of -48 volt DC power to the collocated equipment. It includes engineering, furnishing and installing the main distribution bay power breaker, associated power cable, cable rack and local power bay to the closest power distribution bay. It also includes the power cable (feeders) A and B from the local power distribution bay to the leased physical space (for Caged or Cageless Physical Collocation) or to the collocated equipment (for Virtual Collocation). It is charged per A and B feeder.

8.3.1.8 Inspector Labor Charge. Provides for U S WEST qualified personnel, acting as an inspector, when CLEC requires access to the C-POI after the initial installation. A call-out of an inspector after business hours is subject to a minimum charge of four hours. The minimum call-out charge shall apply when no other employee is present in the location, and an 'off-shift' U S WEST employee (or contract employee) is required to go 'on-shift' on behalf of CLEC.

8.3.1.9 Channel Regeneration Charge. Required when the distance from the leased physical space (for Caged or Cageless Physical Collocation) or from the collocated equipment (for Virtual Collocation) to the U S WEST network is of sufficient length to require regeneration.

8.3.1.10 Interconnection Tie Pairs (ITP) are described in Section 9, and apply for each unbundled network element, ancillary service or Interconnection service delivered to CLEC. The ITP provides the connection between the unbundled network element, ancillary service or Interconnection service and the demarcation point.

8.3.1.11 Collocation Cable Racking. Applies in the event CLEC selects a demarcation point for unbundled network elements or ancillary services outside of its caged or cageless physical collocation space, such as the InterConnection Distribution Frame. This charge provides for cable racking required for placement of CLEC-provided tie cables from its collocated equipment to the ICDF or another mutually agreed to demarcation point.

8.3.1.12 Collocation Grounding Charge. A charge associated with providing grounding for CLEC's cage enclosure and equipment. Recurring and nonrecurring charges are assessed per foot to CLEC's cage enclosure or common space where required.

8.3.1.13 Heating and Air Conditioning Charge. Environmental temperature control required for proper operation of electronic telecommunications equipment.

8.3.1.14 Security Charge. The keys/card readers and cameras as may be required for CLEC access to the U S WEST Central Office for the purpose of Collocation. Charges are assessed per CLEC employee, per each U S WEST Central Office to which access is required.

8.3.2 Rate Elements - Virtual Collocation

The following rate elements, as specified in Exhibit A, apply uniquely to Virtual Collocation.

8.3.2.1 Maintenance Labor. Provides for the labor necessary for repair of out of service and/or service-affecting conditions and preventative maintenance of CLEC virtually collocated equipment. CLEC is responsible for ordering maintenance spares. U S WEST will perform maintenance and/or repair work upon receipt of the replacement maintenance spare and/or equipment from CLEC. A call-out of a maintenance technician after business hours is subject to a minimum charge of four hours.

8.3.2.2 Training Labor. Provides for the training of U S WEST personnel on a metropolitan service area basis provided by the vendor of the CLEC's virtually collocated equipment when that equipment is different from U S WEST-provided equipment. U S WEST will require three U S WEST employees to be trained per metropolitan service area in which CLEC's virtually collocated equipment is located. If, by an act of U S WEST, trained employees are relocated, retired, or are no longer available, U S WEST will not require CLEC to provide training for additional U S WEST employees for the same virtually collocated equipment in the same metropolitan area. The amount of training billed to CLEC will be reduced by half, should a second CLEC in the same metropolitan area select the same virtually collocated equipment as CLEC.

8.3.2.3 Equipment Bay. Provides mounting space for CLEC virtually collocated equipment. Each bay includes the 7 foot bay, its installation, and all necessary environmental supports. Mounting space on the bay, including space for the fuse panel and air gaps necessary for heat dissipation, is limited to 78 inches. The monthly rate is applied per shelf.

8.3.2.4 Engineering Labor. Provides the planning and engineering of CLEC virtually collocated equipment at the time of installation, change or removal.

8.3.2.5 Installation Labor. Provides for the installation, change or removal of CLEC virtually collocated equipment.

8.3.2.6 Grounding Charge. Used to connect the Central Office common ground to CLEC's equipment.

8.3.3 Rate Elements - Physical Collocation

8.3.3.1 Cage Enclosure. Applies to Caged Physical Collocation only. The Cage Enclosure element includes the material and labor to construct the enclosure. CLEC may choose from U S WEST approved contractors to construct the cage, in accordance with U S WEST's installation Technical Publication 77350. It includes a nine foot high cage enclosure available in increments of 100, 200, 300 or 400 square feet, air conditioning (to support CLEC loads specified), lighting (not to exceed 2 watts per square foot), and convenience outlets (3 per cage or number required by building code). Pricing for the Cage Enclosure is described in Exhibit A.

8.3.3.2 Floor Space Lease. Provides the monthly lease for the leased physical space, property taxes and base operating cost without -48 volt DC power. Includes convenience 110 AC, 15 amp electrical outlets provided in accordance with local codes and may not be used to power transmission equipment or -48 volt DC power generating equipment. Also includes maintenance for the leased space; provides for the

preventative maintenance (climate controls, filters, fire and life systems and alarms, mechanical systems, standard HVAC); biweekly housekeeping services (sweeping, spot cleaning, trash removal) of U S WEST Wire Center areas surrounding the leased physical space and general repair and maintenance. The Floor Space Lease includes required aisle space on each side of the cage enclosure, as applicable.

8.3.3.3 AC Power Charge. Standard AC outlet used by CLEC for the purpose of powering test equipment, tools, etc.

8.3.3.4 Grounding Charge. Used to connect the Central Office common ground to CLEC's equipment.

8.3.4 Rate Elements - ICDF Collocation

8.3.4.1 The charges for ICDF Collocation are the non-recurring and recurring charges associated with the unbundled network elements or ancillary services ordered by CLEC, the cost of extending the unbundled network elements or ancillary services to the demarcation point, which are recovered through the ITP charges described in Section 9, and the Security charge, described in the following paragraph.

8.3.4.2 Security Charge. The keys/card readers and cameras as may be required for CLEC access to the U S WEST Central Office for the purpose of accessing the InterConnection Distribution Frame. Charges are assessed per CLEC employee, per each U S WEST Central Office to which access is required.

8.4 Ordering

8.4.1 Ordering - All Collocation

8.4.1.1 CLEC must complete the requirements in Section 3.1 of this SGAT before submitting a Collocation Order Form and Quote Preparation Fee (QPF) to U S WEST.

8.4.1.2 Any changes, modifications or additional engineering requested by CLEC, subsequent to its initial order, as to the type and quantity of equipment or other aspects of the original Collocation request, must be submitted with a subsequent QPF and Collocation Order Form. Such requests will either be implemented with the original request or worked as a subsequent construction activity, dependent upon the time of submission; e.g., feasibility, quotation, or after down payment.

8.4.2 Ordering - Virtual Collocation

8.4.2.1 Upon receipt of a Collocation Order Form and QPF, U S WEST will perform a feasibility study to determine if adequate space can be found for the placement of CLEC's equipment within the Central Office. The feasibility study will be completed within seven (7) calendar days of receipt of the QPF. If space is available, U S WEST will develop a price quotation within thirty five (35) calendar days of completion of the feasibility study. Subsequent requests to augment an existing Collocation also require receipt of an Order Form and QPF. Adding plug-ins, e.g., DS1

or DS3 cards to existing Virtually Collocated equipment, will be processed within ten business days.

8.4.2.2 Virtual Collocation price quotes will be honored for thirty (30) calendar days from the date the quote is provided. During this period the Collocation entrance facility and space is reserved pending CLEC's approval of the quoted charges. If CLEC agrees to terms as stated in the Collocation Price Quote, CLEC must respond within 30 calendar days with a signed quote, a down payment check for 50% down of the quoted charges and proof of insurance. Under normal conditions, U S WEST will complete the installation within ninety (90) calendar days from receipt of CLEC's equipment. Any portions that cannot be completed within ninety (90) calendar days will be negotiated with CLEC on an individual case basis. The installation of line cards and other minorsuch interv completion.

8.4.3 Ordering - Caged and Cageless Physical Collocation

8.4.3.1 Upon receipt of a Collocation Order Form and QPF, U S WEST will perform a feasibility study to determine if adequate space can be found for the placement of CLEC's equipment within the Central Office. The feasibility study will be provided within twenty-one (21) calendar days from date of receipt of the QPF. If Collocation entrance facilities and office space are found to be available, U S WEST will develop a quote for the supporting structure within thirty-five (35) calendar days of providing the feasibility study. Physical Collocation price quotes will be honored for thirty (30) calendar days from the date the quote is provided. Upon receipt of the signed quote, 50% down and proof of insurance, space will be reserved and construction by U S WEST will begin. The leased space (including the cage for Caged Physical Collocation) will be available to CLEC for placement of its equipment within ninety (90) calendar days of receipt of the 50% down payment. Depending on specific Wire Center conditions, shorter intervals may be available. Final payment is due upon completion of work.

8.4.3.2 Due to variables in equipment availability and scope of the work to be performed, additional time may be required for implementation of the structure required to support the Collocation request. Examples of structure that may not be completed within ninety (90) calendar days may include additional time for placement of a C-POI and DC power upgrades required to meet CLEC's Collocation request.

8.4.3.3 The intervals in Section 8.4.3.1 above apply to a maximum of five (5) collocation orders per CLEC per week. If six (6) or more collocation orders are required by CLEC in a one-week period, intervals shall be individually negotiated.

8.4.4 Ordering - InterConnection Distribution Frame Collocation

8.4.4.1 CLEC shall submit an ICDF Collocation Order Form to U S WEST. The ICDF Collocation Order Form shall include a CLEC-provided eighteen (18) month forecast of demand, by DS0, DS1 and DS3 capacities, that will be terminated on the InterConnection Distribution Frame by U S WEST on behalf of CLEC. Such forecasts

shall be used by U S WEST to determine the sizing of required tie cables and the terminations on each InterConnection Distribution Frame as well as the various other frames within the U S WEST Central Office.

8.4.4.2 Upon receipt of an ICDF Collocation Order Form, U S WEST will verify if ICDF Collocation capacity is available within a requested Central Office. Verification of ICDF capacity will be completed within seven (7) calendar days. In those Central Offices where ICDFs have not been previously placed, U S WEST will make ICDFs available within ninety (90) calendar days of verification.

8.4.4.3 When ordering UNEs or ancillary services to be terminated on the Interconnection Distribution Frame, each UNE or ancillary service is ordered separately, using the existing ordering forms and intervals for the specific UNE or ancillary service.

8.5 Billing

8.5.1 Billing - All Collocation

8.5.1.1 Upon completion of the Collocation construction activities and payment of the remaining nonrecurring balance, U S WEST will provide CLEC a completion package that will initiate the recurring Collocation charges. Once this completion package has been signed by CLEC and U S WEST, CLEC may begin submitting service order requests for U S WEST transport services and/or UNEs or ancillary services.

8.5.1.2 In the event U S WEST has completed all associated construction activities and CLEC has not completed its associated activities (e.g., delivering fiber to the C-POI, providing tie cables for connecting to the InterConnection Distribution Frame), CLEC will provide written confirmation of its anticipated completion dates. Upon receipt of this notification, U S WEST will double the implementation interval for CLEC to complete its remaining activities. At the end of such extended interval, U S WEST will begin billing for all monthly collocation charges. When CLEC is ready to complete its activities, final test and turn-up will be performed under the maintenance and repair process contained herein.

8.5.2 Billing - Virtual Collocation

8.5.2.1 Virtual Collocation will be considered complete when the C-POI has been constructed, the shared fiber Collocation entrance facility has been provisioned, and the collocated equipment has been installed. Cooperative testing between CLEC and U S WEST may be negotiated and performed to ensure continuity and acceptable transmission parameters in the facility and equipment.

8.5.3 Billing - Caged and Cageless Physical Collocation

8.5.3.1 Upon completion of the construction activities and payment of the remaining nonrecurring charge, U S WEST will turn over access to the space and provide security access to the Wire Center. CLEC will sign off on the completion of the physical space via the Caged or Cageless Physical Collocation completion package, which shall activate the monthly billing for leased space. CLEC may then proceed with

the installation of its equipment in the Collocation space. Once CLEC's equipment has been installed and tie cables have been terminated on CLEC-provided cross connection equipment, U S WEST will complete all remaining work activities. A second completion package will be provided for CLEC's approval of the project. This completion package will initiate the recurring collocation charges associated with the remaining recurring charges (e.g., Collocation Entrance Facility, DC Power, etc.)

8.6 Maintenance and Repair

8.6.1 Virtual Collocation

8.6.1.1 Maintenance Labor, Inspector Labor, Engineering Labor and Equipment Labor business hours are considered to be Monday through Friday, 8:00 am to 5:00pm (local time) and after business hours are after 5:00pm and before 8:00 am (local time), Monday through Friday, all day Saturday, Sunday and holidays.

8.6.1.2 Installation and maintenance of CLEC's virtually collocated equipment will be performed by U S WEST or a U S WEST authorized vendor.

8.6.1.3 Upon failure of CLEC's virtually collocated equipment, CLEC is responsible for transportation and delivery of maintenance spares to U S WEST at the Wire Center housing the failed equipment. CLEC is responsible for purchasing and maintaining a supply of spares.

8.6.2 Caged and Cageless Physical Collocation

8.6.2.1 CLEC is responsible for the maintenance and repair of its equipment located within CLEC's leased space.

8.6.3 InterConnection Distribution Frame

8.6.3.1 CLEC is responsible for block and jumper maintenance at the InterConnection Distribution Frame and using correct procedures to dress and terminate jumpers on the ICDF, including using fanning strips, retaining rings, and having jumper wire on hand, as needed. Additionally, CLEC is required to provide its own tools for such operations.

Exhibit B – PERFORMANCE MEASURES

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Exhibit B – PERFORMANCE MEASURES

U S WEST's Service Performance Indicators

Introduction

U S WEST (USW) will provide comparative reports for the performance indicators defined herein that reflect the results, in percentages and/or averages, for USW and CLECs (Competitive Local Exchange Carriers) in aggregate (except as noted herein). All reports provided hereunder will be subject to agreements of confidentiality and / or nondisclosure. (References to order types, e.g., "C" or "N" orders, are defined at the end of this exhibit under "Types of Orders.")

CORE INDICATORS

Core Gateway Availability Indicators

Indicator Number: GA-1

Category: Gateway Availability

Measure: Gateway Availability – via Human-to-Computer Interface

Purpose:

To evaluate the quality of CLEC access to the specified electronic gateway, focusing on the extent to which the gateway is actually available to CLECs.

Description:

Measures the availability of the IMA (Interconnect Mediated Access) interface, reports the percentage of scheduled time the IMA Interface is available for view and/or input.

Indicator Number: GA-2

Category: Gateway Availability

Measure: Gateway Availability – via Computer-to-Computer Interface

Purpose:

To evaluate the quality of CLEC access to the specified electronic gateway, focusing on the extent to which the gateway is actually available to CLECs.

Note: *Currently, no CLECs are using the EDI interface. Results for this indicator will be reported beginning three months following the month in which combined CLEC activity exceeds 1,000 local service requests submitted through the interface.*

Description:

Measures the availability of EDI (Electronic Data Interchange) interface, reports the percentage of scheduled time the EDI Interface is available for view and/or input.

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Core Pre-Order/Order Indicators

Indicator Number: PO-1

Category: Pre-Order/Order

Measure: Pre-Order / Order Response Times – via Human-to-Computer Interface

Purpose:

To evaluate the timeliness of CLEC access to USW's operational support systems in carrying out pre-ordering and ordering functions, focusing on specific transaction types through the specified gateway interface.

Description:

Measures the time interval between query and response for specified pre-order/order transactions through IMA. Results are reported separately for the following transaction types:

1. Appointment Scheduling (Due Date Reservation, where appointment is required)
2. Feature Function and Service Availability Information
3. Facility Availability
4. Street Address Validation
5. Customer Service Records
6. Telephone Number

Exclusions:

- None

Indicator Number: PO-2

Category: Pre-Order/Order

Measure: Pre-Order / Order Response Times via Computer-to-Computer Interface

Purpose:

To evaluate the timeliness of CLEC access to USW's operational support systems in carrying out pre-ordering and ordering functions, focusing on specific transaction types through the specified gateway interface.

Note: *Currently, no CLECs are using the EDI interface. Results for this indicator will be reported beginning three months following the month in which combined CLEC activity exceeds 1,000 local service requests submitted through the interface.*

Description:

Measures the time interval between query and response for specified pre-order/order transactions through EDI. Results are reported separately for the following transaction types:

1. Appointment Scheduling (Due Date Reservation, where appointment is required)
2. Feature Function and Service Availability Information
3. Facility Availability
4. Street Address Validation
5. Customer Service Records
6. Telephone Number

Exclusions:

- None

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Core Ordering and Provisioning Indicators

With the exception of OP-1 and OP2, results for the following performance indicators will be provided for each standard service grouping, as defined in the list at the end of this exhibit..

Indicator Number: OP-1

Category: Ordering and Provisioning

Measure: Speed of Answer - Interconnect Provisioning Center

Purpose:

To evaluate the timeliness of CLEC access to USW's interconnection provisioning center(s), focusing on how long it takes for calls to be answered.

Description:

Measures the average time following the first ring to answer calls in the Interconnection Provisioning Center, which handles Wholesale calls only. Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.

Exclusions:

- None

Indicator Number: OP-2

Category: Ordering and Provisioning

Measure: Calls Answered within twenty seconds - Interconnect Provisioning Center

Purpose:

To evaluate the timeliness of CLEC access to USW's interconnection provisioning center(s), focusing on the extent to which calls are answered within twenty seconds.

Description:

Measures the percent of Interconnection Provisioning Center calls answered within twenty seconds of the first ring. (Interconnect Provisioning Centers handle Wholesale calls only.) Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.

Exclusions:

- None

Indicator Number: OP-3

Category: Ordering and Provisioning

Measure: Installation Commitments Met

Purpose:

To evaluate the extent to which USW installs services for CLECs as scheduled or promised.

Description:

Measures the percentage of orders for which the committed due date is met. Includes (inward) C, N, and T order types.

Exhibit B – PERFORMANCE MEASURES

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Orders issued pending: Right of Way; facilities; or customer deposit.

Indicator Number: OP-4

Category: Ordering and Provisioning

Measure: Installation Interval

Purpose:

To evaluate the timeliness of USW's installation of services for CLECs, focusing on the average time to install service.

Description:

Measures the average interval (in business days) between the application date and the completion date for service. (Must have verified facilities in place at the time of the request.) Includes only (inward) C, N, and T orders dispatched to a field technician.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Orders with customer requested due dates and intervals increased due to customer-caused delays

Exhibit B – PERFORMANCE MEASURES

Indicator Number: OP-5

Category: **Ordering and Provisioning**

Measure: **Installation Trouble Reports**

Purpose:

To evaluate accuracy of ordering and installation of services, focusing on the extent to which trouble reports related to new installations are generated.

Description:

Measures Maintenance/Repair requests received within thirty (30) calendar days of a completed service provisioning order (N, C and T orders only) as a percentage of the related new installation total orders.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Maintenance/repair of service reports coded to: customer education; CPE trouble; customer action; and referred to another company (including CLEC).

Indicator Number: OP-6

Category: **Ordering and Provisioning**

Measure: **Delayed Days**

Purpose:

To evaluate the extent to which USW is late in installing services for CLECs, focusing on the average number of days late orders are completed beyond the committed due date.

Description:

Measures the average number of days service is delayed beyond the original due date for reasons attributed to USW.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Orders delayed due to Customer reasons are excluded.

Exhibit B – PERFORMANCE MEASURES

Indicator Number: OP-7**Category:** **Ordering and Provisioning****Measure:** **Coordinated Cutover Interval - Unbundled Loop****Purpose:**

To evaluate the timeliness and convenience of coordinated cutovers of unbundled loops, focusing on time from start of cutover to completion of cutover, including those with and without interim number portability.

Description:

Measures the average time to complete the cutover of an unbundled loop. Separate results are provided as follows:

1. OP-7A Loop cutover coordinated with Interim Number Portability (INP).
2. OP-7B Loop cutover not associated with INP.

Exclusions:

- None

Indicator Number: OP-8**Category:** **Ordering and Provisioning****Measure:** **Coordinated Cutover Interval - INP****Purpose:**

To evaluate the timeliness and convenience of coordinated cutovers of interim number portability, focusing on time from start of cutover to completion of cutover, including those with and without unbundled loops.

Description:

Measures the average time to complete an Interim Number Portability cutover. Separate results are provided as follows:

1. OP-8A INP cutover coordinated with +89XNone

Indicator Number: OP-9**Category:** **Ordering and Provisioning****Measure:** **Coordinated Cutover Combined Interval – Unbundled Loop and INP Combined****Purpose:**

To evaluate the combined effect of the timeliness and convenience of coordinated cutovers involving both unbundled loops and interim number portability.

Description:

Measures the Average time (beginning to end) to complete a coordinated cutover of an unbundled loop combined with Interim Number Portability (i.e., OP-7A + OP-8A).

Exclusions:

- None

Exhibit B – PERFORMANCE MEASURES

Core Maintenance and Repair Indicators

With the exception of MR-1 and MR-2, results for the following performance indicators will be provided for each standard service grouping, as defined in the list at the end of this exhibit.

Indicator Number: MR-1

Category: Maintenance and Repair

Measure: Speed of Answer – Interconnect Repair Center

Purpose:

To evaluate timeliness of CLEC access to USW's interconnection repair center(s), focusing on how long it takes for calls to be answered.

Description:

Measures the average time following the first ring to answer calls in the Interconnection Repair Center, which handles Wholesale calls only. Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.

Exclusions:

- None

Indicator Number: MR-2

Category: Maintenance and Repair

Measure: Calls Answered with 20 seconds – Interconnect Repair Center

Purpose:

To evaluate of CLEC access to USW's interconnection repair center(s), focusing on the number of calls answered within twenty seconds.

Description:

Measures the percentage of Interconnection Repair Center calls answered within twenty seconds of the first ring. (Interconnect Repair Centers handle Wholesale calls only.) Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.

Exclusions:

- None

Indicator Number: MR-3

Category: Maintenance and Repair

Measure: Out of Service Cleared within 24 hours – Non-designed Repair Process

Purpose:

To evaluate timeliness of repair for non-designed services, focusing on cases where the trouble has rendered the service unusable and on the number of such cases resolved within the standard estimate for non-designed services (i.e., 24 hours for out-of-service conditions).

Description:

Measures the percent of Non-designed service trouble reports cleared within 24 hours of a call from a CLEC, or from a USW end user retail customer, to USW. This measurement includes only out of service (OOS) trouble reports, which are defined as the inability to initiate or receive calls.

Exhibit B – PERFORMANCE MEASURES

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

Exclusions:

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

Indicator Number: MR-4

Category: Maintenance and Repair

Measure: All Troubles cleared within 48 hours – Non-Designed Repair Process

Purpose:

To evaluate timeliness of repair for non-designed services, focusing on trouble cases of all types (both out of service and service affecting) and on the number of such cases resolved within the standard estimate for non-designed services (i.e., 48 hours for service-affecting conditions).

Description:

Measures the percent of Non-designed service trouble reports cleared within 48 hours of a call from a CLEC, or from a USW end user retail customer, to USW. This measurement includes all applicable trouble reports, including those that are out of service and those that are only service-affecting.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

Exclusions:

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

Indicator Number: MR-5

Category: Maintenance and Repair

Measure: All Troubles Cleared within 4 hours – Designed Repair Process

Purpose:

To evaluate timeliness of repair for designed services, focusing on trouble cases of all types (both out of service and service-affecting) and on the number of such cases resolved within the standard estimate for designed services (i.e., 4 hours).

Description:

Measures the percentage of trouble reports for designed services that are cleared within four hours of a call from a CLEC, or from a USW end user retail customer, to USW. The measurement includes only out of service trouble reports, which are defined as the inability to initiate or receive calls.

Exhibit B – PERFORMANCE MEASURES

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

Indicator Number: MR-6

Category: Maintenance and Repair

Measure: Mean Time to Restore

Purpose:

To evaluate timeliness of repair, focusing how long it takes to restore services to proper operation.

Description:

Measures the average time to resolve requests for repair. All USW and customer-caused delays (no access, no available work force, etc.) are included.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

Indicator Number: MR-7

Category: Maintenance and Repair

Measure: Repair Repeat Report Rate

Purpose:

To evaluate the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same trouble within a specified period (30 days).

Description:

Measures the percentage of repair reports that are repeated within 30 days. Includes USW network or system caused reports

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

Exhibit B – PERFORMANCE MEASURES

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Trouble reports due to end user customer or CLEC action, end user or CLEC equipment failures, and/or customer education are excluded.

Indicator Number: MR-8

Category: Maintenance and Repair

Measure: Trouble Rate

Purpose:

To evaluate the overall rate of trouble reports as a percentage of the total installed base of the service or element.

Description:

Measures CLEC-specific trouble report rate of occurrences per 100 lines in service. Provided on a CLEC-specific basis, CLEC must have a minimum of 100 lines in service. Measures U S WEST network or system causes, excludes reports due to end user customer or CLEC action, end user or CLEC equipment failures, and/or customer education.

First results for this indicator for designed services (DS0, DS1, DS3, and LIS trunks) will be gathered for the month of April 1999, and will be reported in June 1999.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

Exclusions:

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

Exhibit B – PERFORMANCE MEASURES

Core Billing Indicators

Indicator Number: BI-1

Category: Billing

Measure: Mean Time to Provide USW Recorded Usage Records

Purpose:

To evaluate the timeliness with which USW provides recorded usage records to CLECs.

Description:

This measures the timing of USW delivery of billing records to CLECs.

Exclusions:

- None.

Indicator Number: BI-2

Category: Billing

Measure: Mean Time to Deliver Invoices

Purpose:

To evaluate the timeliness with which USW delivers EDI-formatted bills to CLECs.

Description:

This measures the number of days between the bill date and bill delivery. CLEC-specific and USW results available.

Exclusions:

- None.

Core Emergency Services/9-1-1, Directory Assistance & Operator Services Indicators

Indicator Number: ES-1

Category: Emergency Services

Measure: ALI Data Base Updates Completed within 24 hours

Purpose:

To evaluate the degree to which updates for the ALI database are transmitted for update within the prescribed interval (24 hours).

Description:

Measures the percentage of batch updates to the ALI Database accomplished within 24 hours of service order completion.

Exclusions:

- None.

Exhibit B – PERFORMANCE MEASURES

Indicator Number: ES-2

Category: Emergency Service

Measure: 911/E911 ES Trunk Installation Interval

Purpose:

To evaluate the timeliness of installation of emergency services trunks.

Description:

Measures the average time (in business days) between the application date and the completion date for the service ordered. Includes (inward) C, N, R, and T order types. Results for this indicator will be available for reporting by March 1999.

Exclusions:

- D, F, and X orders and orders with customer requested due date intervals.

Indicator Number: DA-1

Category: Directory Assistance

Measure: Speed of Answer – Directory Assistance

Purpose:

To evaluate timeliness of customer access to USW's Directory Assistance operators, focusing on how long it takes for calls to be answered.

Description:

Measures the average time following first ring when a call is first picked up by the (USW) agent to answer Directory Assistance calls. In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.

Exclusions:

- None.

Indicator Number: DA-2

Category: Directory Assistance

Measure: Calls Answered within Ten Seconds – Directory Assistance

Purpose:

To evaluate timeliness of customer access to USW's Directory Assistance Operators, focusing on the number of calls answered within ten seconds.

Description:

Measures the percent of Directory Assistance calls that are answered within ten seconds of the first ring by the (USW) agent. In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.

Exclusions:

- None.

Exhibit B – PERFORMANCE MEASURES

Indicator Number: OS-1

Category: Operator Services

Measure: Speed of Answer – Operator Services

Purpose:

To evaluate timeliness of customer access to USW's operators, focusing on how long it takes for calls to be answered.

Description:

Measures the average time following first ring when a call is first picked up by the (USW) agent to answer Operator Assisted calls. In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.

Exclusions:

- None.

Indicator Number: OS-2

Category: Operator Services

Measure: Calls Answered within ten seconds – Operator Services

Purpose:

To evaluate timeliness of customer access to USW's operators, focusing on the number of calls answered within ten seconds.

Description:

Measures the percent of Operator Assisted calls answered within ten seconds of the first ring by the (USW) agent. In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.

Exclusions:

- None.

Core Network Interconnection Indicators

Indicator Number: NI-1

Category: Network Interconnection

Measure: Trunk Blocking – Interconnection Trunks

Purpose:

To evaluate factors affecting completion of calls from USW end offices to CLEC end offices, focusing on busy-hour blocking percentages in interconnection final trunks.

Description:

Measures the percentage of trunks blocking in interconnection final trunks, reported by:

NI-1A Interconnection (LIS) trunks to USW tandem offices;

NI-1B Interconnection (LIS) trunks to USW end offices.

Exclusions:

- Toll trunks, non-final trunks, dedicated trunks, and other trunks that are not connected to the public switched network.

Exhibit B – PERFORMANCE MEASURES

Indicator Number: NI-2

Category: Network Interconnection

Measure: Trunk Blocking – Local Interoffice (“Common”) Trunks

Purpose:

To evaluate factors affecting completion of calls from USW end offices to other USW end offices, focusing on busy-hour blocking percentages in local interoffice final trunks.

Description:

Measures the percentage of trunks blocking in local interoffice final trunks, reported by:

NI-2A Trunks connecting USW end offices to USW tandem offices;

NI-2B Trunks connecting USW end offices to other USW end offices.

Exclusions:

- Toll trunks, non-final trunks, dedicated trunks, and other trunks that are not connected to the public switched network.

Core Collocation Indicators

Indicator Number: CP-1

Category: Collocation Provisioning

Measure: Installation Commitments Met

Purpose:

To evaluate the extent to which USW completes collocation arrangements for CLECs as scheduled or promised.

Description:

Measures the percentage of collocation orders for which the committed due date is met.

Effective May 1999 this data will be disaggregated as follows:

- A. Physical Collocation
- B. Virtual Collocation

Exclusions:

- CLEC orders involving requests for due dates beyond the standard interval; CLEC-caused due date misses.

Indicator Number: CP-2

Category: Collocation Provisioning

Measure: Installation Interval

Purpose:

To evaluate the timeliness of USW's installation of collocation for CLECs, focusing on the average time to install channel terminations to collocation locations.

Exhibit B – PERFORMANCE MEASURES

Description:

Measures the interval between the receipt of a deposit from the CLEC and the completion of the collocation installation in business days. The result is reported in average days.

Effective May 1999 this data will be disaggregated as follows:

- A. Physical Channel Termination
- B. Virtual Channel Termination

Exclusions:

- CLEC orders involving requests for due dates beyond the standard interval; CLEC-caused due date misses.

DIAGNOSTIC INDICATORS

Diagnostic Pre-order/Order Indicators

Indicator Number: DPO-1

Category: Pre-Order/Order

Measure: Electronic Flow-through of Local Service Requests (LSRs) to the Service Order Processor

Purpose:

To monitor the extent to which USW's processing of CLEC LSRs is completely electronic, focusing on the degree to which electronically-transmitted LSRs flow directly to the service order processor without human intervention or without manual retyping. To make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

Description:

Measures the percentage of all electronic LSRs that flow to the Service Order Processor (SOP) without rejection or error.

Results will be reported according to:

- A. DPO-1A Orders that flow through without human intervention
- B. DPO-1B Orders that flow through without manual retyping. (Results for DPO-1B will be available for reporting by May 1999 for designed services and by June 1999 for non-designed services.)

Exclusions:

- Rejected LSRs, non-electronic LSRs (e.g., via fax or courier).

Indicator Number: DPO-2

Category: Pre-Order/Order

Measure: LSR Rejection Notice Interval

Purpose:

To monitor the timeliness with which USW notifies CLECs that electronic LSRs have been rejected, to make available diagnostic information to help address potential issues that might be raised by the core pre-order/order performance indicators.

Exhibit B – PERFORMANCE MEASURES

Description:

Measures the interval (in business days) between the receipt of an electronic Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons. Standard reasons for rejection include: missing/incomplete information; duplicate LSR; no valid contract; no valid end user verification; and miscellaneous CLEC data provisioning process errors. CLEC, USW, and state specific results are available. Included in the interval is time required for efforts by USW to work with the CLEC to avoid the necessity of rejecting the LSR.

Exclusions:

- Non-electronic LSRs.

Indicator Number: DPO-3

Category: Pre-Order/Order

Measure: LSRs Rejected

Purpose:

To monitor the extent to which electronic LSRs are rejected, as a percentage of all electronic LSRs to make available diagnostic information to help address potential issues that might be raised by the diagnostic indicator of LSR rejection notice intervals.

Description:

Measures the percentage of electronic LSRs rejected (returned to the CLEC) for standard categories of errors/reasons. Reasons for rejection include: missing/incomplete information; duplicate ASR/LSR; no valid contract; no valid end user verification; and miscellaneous CLEC data provisioning process errors.

Exclusions:

- Non-electronic LSRs.

Indicator Number: DPO-4

Category: Pre-Order/Order

Measure: Firm Order Confirmation (FOC) Interval

Purpose:

To monitor the timeliness with which U S WEST returns FOCs to CLECs, to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

Description:

Measures the average time for USW to provide a Firm Order Confirmation (FOC) in response to a customer LSR received from the CLEC. The interval measured is the period between USW's receipt of the LSR and USW's response with a FOC.

Exclusions:

- None.

Exhibit B – PERFORMANCE MEASURES

Diagnostic Ordering and Provisioning Indicators

Indicator Number: DOP-1

Category: Ordering and Provisioning

Measure: CLEC or CLEC's Customer-caused Installation Misses

Purpose:

To evaluate the extent to which installation misses were caused by CLEC or CLEC's Customer, to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

Description:

Measures the percentage of installation commitments missed for CLEC or CLEC's customer's reasons. Orders issued with a due date are included. CLEC, and aggregate CLEC state specific results are available.

Exclusions:

- USW-caused misses (which are reflected in commitments met indicators), orders issued pending: Right of Way; facilities; or customer deposit are excluded.

Indicator Number: DOP-2

Category: Ordering and Provisioning

Measure: Percent Delayed Orders Completed more than 15 days past the commitment date

Purpose:

To evaluate the extent to which delayed order completions exceed a specified interval (15 days), to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of delayed days.

Description:

Measures the percentage of orders for which service is delayed more than fifteen days beyond the original due date for reasons attributed to USW.

Exclusions:

- CLEC or CLEC's Customer-caused delays. Orders issued pending: Right of Way; facilities; or customer deposit are excluded.

Indicator Number: DOP-3

Category: Ordering and Provisioning

Measure: Percent Delayed Orders Completed more than 90 days past the commitment date

Purpose:

To evaluate the extent to which delayed order completions exceed a specified interval (90 days), to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of delayed days.

Exhibit B – PERFORMANCE MEASURES

Description:

Measures the percentage of orders for which service is delayed more than ninety days beyond the original due date for reasons attributed to USW.

Exclusions:

- CLEC or CLEC's Customer-caused delays, Orders issued pending: Right of Way; facilities; or customer deposit are excluded.

Indicator Number: DOP-4

Category: Ordering and Provisioning

Measure: CLEC or CLEC's Customer-caused Coordinated Cutover Misses.

Purpose:

To evaluate the extent to which coordinated cutover misses were caused by CLEC or CLEC's Customer, to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

Description:

Measures the percentage of installation commitments missed for CLEC or CLEC's customer's reasons. Orders issued with a due date are included. CLEC, and aggregate CLEC state specific results are available.

Exclusions:

- Orders issued pending: Right of Way; facilities; or customer deposit are excluded.

Diagnostic Maintenance and Repair Indicator**Indicator Number: DMR-1**

Category: Maintenance and Repair

Measure: CLEC or CLEC's Customer-caused Trouble Reports

Purpose:

To evaluate the extent to which trouble reports were caused by CLEC or CLEC's Customer, to make available diagnostic information to help address potential issues that might be raised by the core maintenance and repair performance indicators.

Description:

Measures the percentage of all trouble reports that occur due to CLEC or CLEC end user customer action. CLEC, USW, and state specific results are available.

Exclusions:

- Third party reports and reports assigned to outside causes (i.e.: non-USW pole damage).

Exhibit B – PERFORMANCE MEASURES

Diagnostic Collocation Provisioning Indicators

Indicator Number: DCP-1

Category: Collocation Provisioning

Measure: CLEC or CLEC's Customer-caused Collocation Misses

Purpose:

To evaluate the extent to which collocation installation due date misses were caused by CLEC or CLEC's Customer, to make available diagnostic information to help address potential issues that might be raised by the core collocation provisioning performance indicators.

Description:

Measures the percentage of CLEC-caused installation commitment misses. Includes orders issued with a due date. CLEC, USW, and state specific results are available.

Results are provided as follows:

- A. DCP-1A Physical Collocation
- B. DCP1-B Virtual Collocation

Exclusions:

- Orders issued pending: Right of Way; facilities; or customer deposit.

Indicator Number: DCP-2

Category: Collocation Provisioning

Measure: Average Collocation Feasibility Study Interval

Purpose:

To evaluate the timeliness of the USW sub-process function of providing a collocation feasibility study to the CLEC, to make available diagnostic information for use in conjunction with the core collocation provisioning performance indicators.

Description:

Measures average interval to respond to Central Office collocation studies for feasibility of installation. CLEC, US WEST, and state specific results available.

Results are provided as follows:

- A. DCP-2A Physical Collocation
- B. DCP-2B Virtual Collocation

Exclusions:

- Studies delayed for customer reasons are excluded.

Exhibit B – PERFORMANCE MEASURES

Indicator Number: DCP-3

Category: Collocation Provisioning

Measure: Collocation Feasibility Study Commitments Met

Purpose:

To evaluate the degree to which USW met its stated commitment in the sub-process function of providing a collocation feasibility study to the CLEC, to make available diagnostic information for use in conjunction with the core collocation provisioning performance indicators.

Description:

Measures the percentage of Central Office collocation studies for feasibility of installation that are completed within the allotted time frame for such studies. CLEC, US WEST, and state specific results available.

Results are provided as follows:

- A. DCP-3A Physical Collocation
- B. DCP-3B Virtual Collocation

Exclusions:

- Studies delayed for customer reasons are counted as met for company reasons.

Indicator Number: DCP-4

Category: Collocation Provisioning

Measure: Average Collocation Quote Interval

Purpose:

To evaluate the timeliness of the USW sub-process function of providing a collocation quote commitment to the CLEC, to make available diagnostic information for use in conjunction with the core collocation provisioning performance indicators.

Description:

Measures the average interval to respond to Central Office collocation studies with quote commitments.

Results are provided as follows:

- A. DCP-4A Physical Collocation
- B. DCP-4B Virtual Collocation

Exclusions:

- Quotes delayed for customer reasons are excluded.

Exhibit B – PERFORMANCE MEASURES

Diagnostic Network Interconnection Indicators

Indicator Number: DNI-1

Category: Network Interconnection

Measure: Provisioning Interval – USW Interoffice Trunks

Purpose:

To monitor installation intervals of USW local interoffice trunks, to make available comparative diagnostic information for use in conjunction with core network interconnection performance indicators.

Description:

Measures the interval between the completion of a USW internal provisioning request for trunk augmentation/installation and completion of the installation. The result is reported as an average based on the number of days required to complete the request for service.

Note: By July 1999, results for this indicator will be first reported.

Exclusions:

- Toll trunks, non-final trunks, dedicated trunks, and other trunks that are not connected to the public switched network.

Indicator Number: DNI-2

Category: Network Interconnection

Measure: Local Interconnection Final Trunk Group Utilization

Purpose:

To monitor utilization levels on interconnection final trunks, to make available diagnostic information for use in conjunction with core network interconnection performance indicators.

Description:

Measures the interconnection trunks in use as a percentage of total interconnection trunks installed.

Exclusions:

- Toll trunks, non-final trunks, dedicated trunks, and other trunks that are not connected to the public switched network.

Exhibit B – PERFORMANCE MEASURES

Standard Service Groupings

Resale

- Residence POTS
- Business POTS
- Centrex
- ISDN
- Digital Switched Service (DSS)
- Direct Inward Dialing (DID)
- PBX Trunks
- DS0
- DS1
- DS3

Interconnection and Other Services

- Local Interconnection Trunks (LIS Trunks)
- Number Portability

Unbundled Network Elements

- Unbundled Loop:
- Analog (2-wire)
- Digital-capable (2-wire, 4-wire and other)
- Unbundled Dedicated Interoffice Transport (UDIT)
- Unbundled Switch

Types of Orders

- C = Change in existing service or billing number.
D = Total disconnect of service.
F = From the outward service associated with a transfer (To or "T") of service from one address to another.
N = New connection for service.
R = Record order; record change only. (For Resale services, service migrations without changes for non- designed services are record orders.)
T = To or transfer of service from one address to another.
X = USW initiated internal work order